

# Booking Terms and Conditions



## Deposits and Payments

The equivalent of the first night's cost will be charged up front via all direct bookings (phone, website, email or walk ins). If booking through the website, your nominated credit or debit card will be charged accordingly. The remaining balance must be paid on or prior to arrival before you can receive your key or site number.

If you wish to pay the remaining balance by bank transfer, the account details are as follows:

➤ *Great Value Accommodation Limited*      ➤ *Number: 02-0412-0143059-011*

*If your bank does not accept the three digits "011" please remove the zero and enter the suffix as "11" instead.*

Please ensure you use the SAME name and arrival date that is listed on your booking as a reference and inform office staff via email once you have made the transaction. **Please note, you do not have a confirmed booking with us until we have received the required deposit up front.** If we do not receive the required deposit within 24 hours of your booking being made, your booking will be automatically cancelled without notice.

If you require a receipt, please request this via email once payment has been made.

## Cancellations

A 75% refund will apply to all cancellations received 72 hours or more before the date of arrival. No refunds will be processed on cancellations that are received within 72 hours of the date of arrival unless the unit or site can be filled for the FULL time of your original booking at the same cost or greater.

## Changes made to reservations on arrival

No changes on arrival will be accepted. This means if you choose to depart early or reduce the number of guests without at least 72 hours written notice, we will not offer any refund or discount on the unused nights or extra guests. You will be expected to pay the full amount before you can receive your key or access to the site. Accepted cancellation credit must be redeemed within 12 months from booking cancellation.

## Date changes

A date change will be offered on all bookings providing we receive a request of the change at least 72 hours before your arrival date. Any new dates that you wish to book will be subject to minimum stays and price fluctuations. Prices differ throughout the year depending on the period. This means if your original booking is in a quiet period, and your new reservation falls on a peak weekend, school holidays or summer, the room will not be offered at the same rate and you will be required to pay any differences.

### **Cancellations:**

Free cancellations will be offered on all bookings that are impacted by Coronavirus travel restrictions (Level 3 and 4). This means if your region has been placed in a lockdown or partial lockdown, we will allow a free cancellation providing we receive at least 24 hours' notice. Cancellations received inside the 24-hour timeframe will not be refunded.

### **Occupancy Allowance**

Please note that this booking has been accepted and processed on the basis that all guests scheduled to check in have been declared to staff. We understand that plans change, and the number of people declared on this reservation may change. If the number of guests at check in exceeds that of the allowance for the accommodation booked, staff will be unable to complete the check in. We take health and safety for all our guests very seriously and the occupancy allowances are there to ensure that in the unlikely event of an evacuation, you can do this safely.

### **Bunk Beds**

Please note that our recommendation is that children under the age of nine years old do not occupy the top bunks. This is a health and safety standard throughout the industry, and we make it our business to ensure your safety during your stay with us. If you have any questions regarding this recommendation, please contact park management.

### **Linen**

In order to keep costs as low as possible, we do not provide any linen, bedding, towels or pillows to any guests unless they are occupying our one- or two-bedroom motels. If you are staying in any cabin, lodge, bungalow or site, it is our expectation that you provide all your own linen, bedding, towels and pillows. Please ensure you bring these items with you and check with the office in advance if you are unsure as we are unable to hire linen out to guests.

### **Wi-Fi**

Limited Wi-Fi is available in communal areas and motels.

### **Shared Facilities**

If you are staying on any of our camp sites, powered sites, cabins or lodges, you will be required to use the shared facilities during your stay. Our kitchen is not stocked with crockery, cutlery or cooking utensils so it is vital you bring your own please. These are not available to hire at the office. When using our shared kitchen, please make sure you clean up your area after use, ready for the next guest.

Our showers, laundry facilities and BBQs operate using \$2.00 coins and the showers run off a timer.

### **Arrival, Departure & Office Hours**

Our office is open between 8AM and 8PM (Summer) and closes at 7PM in winter. **Check in is from 2PM to 7PM ONLY. NO AFTERHOURS ARRIVALS ARE ACCEPTED.**

Check out is strictly 10AM to ensure our staff have adequate time to turn the rooms over to a high standard for the next guest. This applies to all campsites and powered sites as well.

### Pool Access

The pools are open every day from 8AM until 8PM (in summer), or 8AM-7PM in winter. Access to the warm outdoor mineral pools and hot tubs is provided complimentary with your accommodation up until 10AM on the day of departure. Entry to the hot private spa pools is at an additional cost, please see prices below. We apologise for any inconvenience when pools are closed for cleaning. If guests wish to use the pools, park facilities and bush walks after 10AM on the day of departure, the following pool and park entry rates will apply:

- Adults (14 years and over) \$10.00
- Children (1 to 13 years) \$7.50
- Seniors (Gold Card Required) \$8.00

Entry to the **Hot Private Spa Pools** is an additional cost and not included in the daily pool rates. Please book in advance at Reception. Rates are per hour as follows:

- Adults (14 years and over) \$15.00
- Children (1 to 13 years) \$ 7.50
- Seniors (Gold Card Required) \$14.00

### Important information if you are staying in the Bungalow or Motels

1. After check in, you can come and go from the park at any time, regardless of whether the office is closed or not. To do this: swipe your black key tag attached to your room key on the keypad sensor underneath the drive thru window. This will open the barrier arm. If you are exiting the park, the barrier arm will open automatically. Absolutely no more than one car through at a time on either side. Our timers are not set to manage two vehicles passing through at once.

2. If you choose to leave outside of office hours and do not take this key tag with you, you will be unable to drive your car back through the barrier arm and will be required to park at Reception and walk back to your unit. Our reception is not open 24/7 and we will be unable to help until the next day so please remember the key tag.

### Servicing of units and cabins

In order to keep our carbon footprint as low as possible and ensure we can offer a bed for every budget **we do not offer room servicing** during a guest's stay. You are welcome to dispose of your rubbish in the waste and recycling bins outside the shared areas and other various places around the park. If you are staying in the one- and two-bedroom motels and would like fresh bedding or towels, please bring your used items to the office between 8AM and 7PM to be exchanged. We are happy to provide extra toilet paper, rubbish bin bags or a vacuum, and ask that you request these at the office. Vacuums are only available outside of cleaning hours i.e. between 3PM and 6PM.

### Pets

Pets are not permitted inside any of the rooms or shared facilities at any time. If you are staying in a unit or cabin, you must leave your animal at home. If you are staying on the campsite or powered sites, we are happy for you to bring dogs providing they are kept on a lead at all times and are immediately cleaned up after. Any excessive barking, frightening other guests or staff will not be tolerated and you will be removed immediately without refund. ***We have a 2 dog per family rule. Extras will not be permitted.***

Dogs are not allowed in the pool area at any time. This includes being tied up outside the pool area. If you are going up to the pool, please ensure you arrange somebody to stay and look after your dog as it is not acceptable to leave animals in hot cars at any time of year.

### **Service & disability dogs**

In New Zealand there are two categories of service animals: "Disability Assist Dogs" and "Support Animals."

#### **A) Disability Assist Dogs**

Disability Assist Dogs can only be registered through one of the seven following organisations. If you wish to bring one of these, we will require a certificate from one of the below and the dog will be required to wear its service vest while on the grounds and in our shared areas:

1. Assistance Dogs NZ Trust
2. Blind Low Vision NZ
3. Hearing Dogs NZ
4. NZ Epilepsy Assist Dog Trust
5. Mobility Dogs
6. Perfect Partners Assistance Dogs Trust
7. K9 Medical Detection NZ

If your dog is not registered with one of the above organisations and you cannot provide paperwork to prove this, we will be unable to complete the check in process.

#### **B) Support Animals**

These are animals that belong to a person with a physical impairment or mental health issue and are a vital part of that person's everyday life but are not granted public access rights. Unfortunately, we do not permit these animals to stay on-site unless you are staying on a powered or unpowered site.

### **Noise**

We are a family-based holiday park and have a zero-noise policy from 10PM until 7AM. This means everyone needs to be inside their cabins, tents or units by this time and respectful of other guests. Alcohol is not to be consumed outside your tent or unit from this time and no excessive drinking will be tolerated. We are very strict with noise and do not give warnings - if you are caught being disruptive to other guests or noisy from 10PM you will be asked to leave immediately without refund. We are a family park, and the expectation is you are here for family time. Parties and crowds of drinking is not tolerated.

### **Caravans, Campervans and Motorhomes**

These must have a valid WOF, registration and electrical warrant of fitness before coming on site and comply with LPG standard (As/NZs3100). Any vehicles that do not comply with these standards will be asked to leave.

We are unable to supply power leads to campers. We recommend PDL 953/15 or similar, which is a 15 metre cord with a male caravan plug on one end, and a residual current device (RCD) in the middle. These can be purchased from large stores like Bunnings.

**Fires**

Absolutely NO FIRES of any kind will be accepted in the park. If you are caught with a fire you will be asked to leave immediately without refund. This is an obvious safety hazard to our guests, our natural environment and is damaging to our property.